

***THE CLAIMS***

1. (Original) A payroll system comprising:  
  
logic configured to obtain a set of switching statistics from a database of a  
  
communications switch;  
  
logic configured to obtain a set of work statistics of an operator;  
  
logic configured to determine an operator efficiency parameter by  
  
integrating the set of switching statistics with the set of work  
  
statistics;  
  
logic configured to determine when the operator efficiency parameter  
  
exceeds an expected efficiency parameter.
  
2. (Original) The system of claim 1, further comprising logic configured to  
  
calculate a bonus payment to the operator.

3. (Original) The system of claim 1, further comprising:  
logic configured to generate an operator-specific, quantity-parameter from  
the set of switching statistics;  
logic configured to generate an operator-specific, quality-parameter based  
on the set of work statistics of the operator;  
logic configured to determine the operator efficiency parameter by  
integrating the operator-specific, quantity-parameter with the  
operator-specific, quality-parameter; and  
logic configured to determine the expected efficiency parameter of the  
operator based on a set of operator-specific information.
4. (Original) The system of claim 3, wherein the communications switch  
is a POTS switch located in a telephone central office, and wherein the set of  
switching statistics comprises telephone call statistics contained in the database  
of the POTS switch.
5. (Original) The system of claim 4, wherein the operator-specific, quality-  
parameter comprises a time of handling a set of telephone calls from customers.
6. (Original) The system of claim 4, wherein the set of operator-specific  
information includes at least one of an employment seniority grade, an operator  
attendance data, and an operator-generated monthly revenue.

7. (Original) The system of claim 1, further comprising:
- means for generating an operator-specific, quantity-parameter from the set of switching statistics;
  - means for generating an operator-specific, quality-parameter based on the set of work statistics of the operator;
  - means for determining the operator efficiency parameter by integrating the operator-specific, quantity-parameter with the operator-specific, quality-parameter; and
  - means for determining the expected efficiency parameter of the operator based on a set of operator-specific information.
8. (Original) A method of operating a payroll system, the method comprising:
- obtaining a set of switching statistics from a database of a communications switch;
  - obtaining a set of work statistics of an operator;
  - determining an operator efficiency parameter by integrating the set of switching statistics with the set of work statistics;
  - providing a bonus payment to the operator when the operator efficiency parameter exceeds an expected efficiency parameter.

9. (Original) The method of claim 8, further comprising:
- generating an operator-specific, quantity-parameter from the set of  
switching statistics;
- generating an operator-specific, quality-parameter based on the set of  
work statistics of the operator;
- determining the operator efficiency parameter by integrating the operator-  
specific, quantity-parameter with the operator-specific, quality-  
parameter; and
- determining the expected efficiency parameter of the operator based on a  
set of operator-specific information.
10. (Original) The method of claim 9, wherein the communications switch  
is a POTS switch located in a telephone central office, and wherein the set of  
switching statistics comprises telephone call statistics contained in the database  
of the POTS switch.
11. (Original) The method of claim 10, wherein the operator-specific,  
quality-parameter comprises a time of handling a set of telephone calls from  
customers.

12. (Original) The method of claim 10, wherein the set of operator-specific information includes at least one of an employment seniority grade, an operator attendance data, and an operator-generated monthly revenue.

13. (Original) The method of claim 9, wherein the communications switch is a packet switch in a data network, and wherein the set of switching statistics comprises switch usage information contained in the database of the communications switch.

14. (Original) The method of claim 9, wherein the communications switch is a server of a client-server data network, and wherein the set of switching statistics comprises switch usage information contained in the database of the communications switch.

15. (Original) The method of claim 14, wherein operator-specific, quality-parameter comprises a time of servicing a set of communications switch customer work requests.

16. (Original) The method of claim 14, wherein the set of operator-specific information includes at least one of an employment seniority grade, an operator attendance data, and an operator-generated monthly revenue.

17. (Original) A payroll system stored on a computer-readable medium, the system comprising:

computer-readable code that configures a device to obtain a set of  
switching statistics from a database of a communications switch;  
computer-readable code that configures the device to obtain a set of work  
statistics of an operator;  
computer-readable code that configures the device to determine an  
operator efficiency parameter by integrating the set of switching  
statistics with the set of work statistics;  
computer-readable code that configures the device determine when the  
operator efficiency parameter exceeds an expected efficiency  
parameter.

18. (Original) The system of claim 17, further comprising computer-readable code that configures the device to calculate a bonus payment to the operator.

19. (Original) The system of claim 17, further comprising:
- computer-readable code that configures the device to generate an operator-specific, quantity-parameter from the set of switching statistics;
  - computer-readable code that configures the device to generate an operator-specific, quality-parameter based on the set of work statistics of the operator;
  - computer-readable code that configures the device to determine the operator efficiency parameter by integrating the operator-specific, quantity-parameter with the operator-specific, quality-parameter;
  - and
  - computer-readable code that configures the device to determine the expected efficiency parameter of the operator based on a set of operator-specific information.
20. (Original) The system of claim 17, wherein the communications switch is a POTS switch located in a telephone central office, and wherein the set of switching statistics comprises telephone call statistics contained in the database of the POTS switch.

21. (Original) The system of claim 20, wherein the operator-specific, quality-parameter comprises a time of handling a set of telephone calls from customers.
22. (Original) The system of claim 20, wherein the set of operator-specific information includes at least one of an employment seniority grade, an operator attendance data, and an operator-generated monthly revenue.